

**Complaints Monitoring Report
Housing Property Services
Quarter 4 2023/24 – January to March 2024**

| Total Complaints Received and Total Complaints Closed | | | | | | | | | | |
|--|------------|--|------------|--|------------|--|------------|--|------------|--|
| NUMBER OF COMPLAINTS | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | |
| Total number of complaints received | 60 | | 41 | | 37 | | 53 | | 50 | |
| Total number of complaints closed | 58 | | 42 | | 37 | | 55 | | 50 | |

The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.

| Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed | | | | | | | | | | |
|---|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|
| NUMBER AND PERCENTAGE CLOSED | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 48 | 82.8% | 34 | 81.0% | 34 | 91.9% | 50 | 90.9% | 47 | 94.0% |
| Number of complaints closed – Investigative | 7 | 12.1% | 6 | 14.3% | 1 | 2.7% | 2 | 3.6% | 3 | 6.0% |
| Number of complaints closed – Escalated | 3 | 5.2% | 2 | 4.8% | 2 | 5.4% | 3 | 5.5% | 0 | 0.0% |

| Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|
| FRONTLINE | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 37 | 77.1% | 26 | 76.5% | 21 | 61.8% | 24 | 48.0% | 35 | 74.5% |
| Number of Frontline complaints partially upheld | 2 | 4.2% | 3 | 8.8% | 6 | 17.6% | 9 | 18.0% | 4 | 8.5% |
| Number of Frontline complaints not upheld | 8 | 16.7% | 5 | 14.7% | 7 | 20.6% | 16 | 32.0% | 8 | 17.0% |
| Number of Frontline complaints closed as “resolution” | 1 | 2.1% | 0 | 0.0% | 0 | 0.0% | 1 | 2.0% | 0 | 0.0% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-------|------------|-------|------------|--------|------------|-----|------------|-------|
| INVESTIGATIVE | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 3 | 42.9% | 2 | 33.3% | 0 | 0.0% | 1 | 50% | 1 | 33.3% |
| Number of Investigative complaints partially upheld | 4 | 57.1% | 1 | 16.7% | 0 | 0.0% | 0 | 0% | 0 | 0.0% |
| Number of Investigative complaints not upheld | 0 | 0.0% | 3 | 50.0% | 1 | 100.0% | 1 | 50% | 2 | 66.7% |
| Number of Investigative complaints closed as “resolution” | 0 | 0.0% | 0 | 0.0% | 0 | 0 | 0 | 0% | 0 | 0.0% |

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| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|------|------------|------|------------|-----|------------|-----|------------|------|
| ESCALATED | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | 0 | 0% | 2 | 100% | 1 | 50% | 2 | 67% | 0 | 0.0% |
| Number of Escalated complaints partially upheld | 3 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0.0% |
| Number of Escalated complaints not upheld | 0 | 0% | 0 | 0% | 1 | 50% | 1 | 33% | 0 | 0.0% |
| Number of Escalated complaints closed as “resolution” | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0.0% |

| The average time in working days for a full response to complaints at each stage | | | | | |
|---|------------|------------|------------|------------|------------|
| RESPONSE TIME | Q4 2022/23 | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | Q4 2023/24 |
| Average time in working days for a full response - Frontline | 5.64 | 4.74 | 4.09 | 4.73 | 5.02 |
| Average time in working days for a full response - Investigative | 20.57 | 17.67 | 21.00 | 20.50 | 27.33 |
| Average time in working days for a full response - Escalated | 30.67 | 28.00 | 35.00 | 17.00 | 0.00 |

| Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days | | | | | | | | | | |
|---|------------|-------|------------|--------|------------|--------|------------|--------|------------|--------|
| MEETING TARGET TIMESCALES | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 29 | 96.7% | 27 | 100.0% | 27 | 100.0% | 38 | 100.0% | 38 | 95.0% |
| Number of complaints closed within 20 working days – Investigative | 4 | 66.7% | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% | 2 | 100.0% |
| Number of complaints closed within 20 working days - Escalated | 0 | 0.0% | 0 | 0.0% | 1 | 50.0% | 0 | 0.0% | 0 | 0.0% |

| Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised | | | | | | | | | | |
|---|------------|--------|------------|-------|------------|------|------------|--------|------------|--------|
| EXTENSIONS | Q4 2022/23 | | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension - Frontline | 3 | 75.0% | 5 | 71.4% | 7 | 21% | 12 | 24.5% | 5 | 71.4% |
| Number of complaints with an extension – Investigative or Escalated Investigative | 1 | 100.0% | 0 | 0.0% | 1 | 100% | 3 | 150.0% | 1 | 100.0% |

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| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | | | |
|---------------------------------------|---------------------------------------|--|--------------------------------|----------|--------------------------|---|
| Complaint ID | Frontline = 1 Investigative = 2 | Complaint Type | Investigating Officer | Decision | Outcome | Learning Outcome |
| 101003454383 | 1 | Repairs/Capital/Planned maintenance | Property Asset Manager | Upheld | Reinforcement | Seek to ensure any communication with tenants advising of possible future works should come from the Housing Asset Management Team when it involves an improvement to a property. If anyone visiting a tenant advises that the matter will be followed up that the person visiting the tenant must ensure this happens. |
| 101003458530 | 1 | Repairs/Capital/Planned maintenance | Property Asset Manager | Upheld | Reinforcement | Officers should ensure that updates are provided to owners or tenants in relation to potential works even if there is no update to provide to ensure all parties are kept informed of progress. |
| 101003458643 | 1 | Repairs/Capital/Planned maintenance | Property Asset Manager | Upheld | Revision | When works are instructed they should be progressed. If they cannot be progressed for any specific reason DLO should contact Housing Asset Management to advise of issues. Housing Asset Management should then revert to tenant to advise of issues and delays to works. Tenant should be kept updated at all times. |
| 101003459074 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement Redress | Head of complaint one – better communication with the tenant Head of complaint two – better communication with engineers |
| 101003459173 | 1 | Complaint Against Staff | Health & Safety Coordinator | Upheld | Reinforcement | Staff have been reminded to ensure that they attend all pre-arranged appointments, and they must call to advise the person they are due to meet with if they are no longer able to meet at the pre-arranged appointment time. |

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|--------------|---|-------------------------------------|-----------------------------|------------------|---------------|---|
| 101003461147 | 1 | Repairs/Capital/Planned maintenance | Property Asset Manager | Upheld | Reinforcement | The Council must ensure that tenant's are regularly updated on progress of works. The procedures in Housing Asset Management Team will be reviewed to ensure all staff aware of importance of communication with tenants. |
| 101003462831 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Improve communication with tenants, Tenant Liaison Assistants to keep tenants up to date on progress of any repairs/replacements/upgrades etc |
| 101003468440 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Head of complaint one - Tenant Liaison Assistants will maintain better contact with tenants to keep them up to date with progress of their repairs issues Head of complaint two - Tradesmen will be spoken to and reminded they must wear shoe protectors when in tenants properties. They will be reminded that these are available from Stores and should keep a supply of them in their vehicles. |
| 101003468683 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Revision | initial recommended remedial works have been completed, however Ms Mackie does not feel that these actions have rectified the issues with condensation and damp. |
| 101003471236 | 1 | Complaint Against Staff | Health & Safety Coordinator | Partially Upheld | Revision | Head of complaint three - Any future appointments or Repairs will be arranged through the Housing Officer. Frontline DLO staff will receive training in dealing with Customers |

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| 101003472501 | 1 | Repairs/Capital/Planned maintenance | Housing Programmes Officer | Upheld | Revision | Information shared with tenants should be clear and should not be provided in a way that might set unrealistic expectations. |
| 101003477302 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Reports of plumbing leaks require to be fully investigated to ensure the source of the leak has been identified. Tenants to be kept up to date with progress of works and any follow on works required. Tenant Liaison Assistants will keep tenants updated. |
| 101003478472 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Head of complaint one - Housing Asset Team to ensure that decoration vouchers are issued within appropriate timescales. Head of complaint two - Follow-on works have not been able to be undertaken by DLO staff within laid down timescales due to staff shortages, Repairs Supervisors will be more proactive and contact sub-contractors to carry out the work required. |
| 101003483023 | 1 | Housing Estate Management | Area Housing Manager | Upheld | Reinforcement | Communication back to the originator of the job to be established. |
| 101003490102 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | - The tradesmen have been reminded to put comments on all jobs on their hand-held devices to ensure that full details are provided. |
| 101003509267 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Team informed that tenants to be kept informed of actions being taken |

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| 101003511040 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Tenants should be kept informed if there are delays to works being carried out. Team advised to do this. |
| 101003511044 | 1 | Repairs/Capital/Planned maintenance | DLO Manager | Upheld | Reinforcement | Ensure that follow-up on works are passed to other teams been actioned |
| 101003511441 | 1 | Other | Senior Housing Officer | Upheld | Revision | More scrutiny of insulation in attics by CoW during construction period |
| 101003512824 | 1 | Housing Support | Housing Needs Operations Manager | Upheld | Reinforcement | Head of complaint one – There needs to be better communication between the departments and clear on what actions have been taken. Head of complaint two – Ensure they have the correct information before contacting the client |
| 101003516075 | 1 | Repairs/Capital/Planned maintenance | DLO Manager | Upheld | Reinforcement | Mr Krawczyk had a confirmed appointment for a gas service as stated in his complaint. Unfortunately, this had been scored off the diary in error and not scheduled to an Engineer |
| 101003518951 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Repairs Schedulers to be reminded to call back tenants when they call to keep them up to date with arrangements. |

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|--------------|---|-------------------------------------|------------------------------|------------------|---------------|---|
| 101003519212 | 1 | Housing Disputes | Area Housing Manager | Upheld | Revision | Head of complaint one – ASB complaint has been discussed with the tenant and both parties advised on the process of reporting complaints to be investigated. Head of complaint two – Request made to the Asset Team to follow up on request for insulation/sound proofing at the properties. |
| 101003519996 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | We have identified the driver of this van and his Manager has spoken with him to advise him not to park the van at the front of his house obstructing access to other drivers or emergency vehicles etc. The driver will refrain from parking in this area and will now park the van at the rear of his house. |
| 101003522547 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Partially Upheld | Reinforcement | Head of complaint two - Ensure that works recommended by external property specialists are followed up within reasonable timescales. |
| 101003522627 | 1 | Housing Estate Management | Area Housing Manager | Upheld | Revision | Staff shortage. Currently in process of seeking new member of staff to help with workload. |
| 101003523878 | 1 | Allocations | Senior Housing Needs Officer | Upheld | Reinforcement | Better communication between separate teams within the housing needs section is required. |
| 101003524270 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Painters to be reminded to ensure that lids are firmly secured to paint pots when carrying them to and from their vehicles and remind them that any spillages are cleared up immediately. |

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| 101003525208 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Head of complaint one - Acting Repairs Manager and Repairs Officers to ensure that all works identified in damp & mould surveys are followed up and attended to within laid down timescales, and that tenants are kept informed of the progress of their complaint Head of complaint two - Acting Repairs Manager and Repairs Supervisors to remind all trades staff to ensure that all works are carried out to specifications and that if there are further follow-on works required, to ensure that these are notified and raised by following the appropriate procedures. Tenant to be kept informed of the actions we are taking to resolve their complaints. |
| 101003525939 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | The Labourers have been reminded to thoroughly check garden areas for any broken glass and to ensure this is removed safely. At the time the property was void, further works were undertaken within the garden to remove a garden shed, remove the apple tree and all other shrubs & bushes growing around the shed pad, the greenhouse and all other timber debris surrounding it were removed and a rotary drier (whirly) was fitted with slabs leading to it. This complies with our Letting Standards. |
| 101003526388 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Partially Upheld | Revision | Taking actions to address all issues as above and staff retraining will be undertaken. |
| 101003528231 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | We have sent staff up to re-instate the surrounding ground on a few occasions, however the area remained very wet with the continuing spells of heavy rain. |

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|--------------|---|-------------------------------------|-----------------------------|------------------|---------------|---|
| 101003528511 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Partially Upheld | Reinforcement | Our Heating and Electrical Manager is speaking with his Heating and Plumbing Co-ordinators to ensure that such issues are identified and rectified as soon as possible, he is also asking that Repairs Schedulers flag up if the same issues are re-occurring at the same address to ensure that problems are dealt with and rectified in an effective manner. |
| 101003528787 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | More care to ensure this type of thing does not happen in future repairs. |
| 101003530190 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Ensure that works are raised within suitable timescales and that tenants are kept informed of the progress of this. |
| 101003531164 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Improve communication with tenants regarding progress of repairs |
| 101003531650 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Improve contact and communication between Heating & Electrical and Housing Asset Management teams, ensure that all complaints are dealt with promptly and that tenants are kept updated on the progress. |
| 101003532273 | 1 | Repairs/Capital/Planned maintenance | Health & Safety Coordinator | Upheld | Reinforcement | Head of complaint one - Ensure that boiler faults are dealt with in a timeous manner to rectify these as soon as possible. Ensure that tenants are kept up-to-date with progress of their repairs Head of complaint two - Staff have been spoken to and instructed that they must treat each other with due respect when on telephone calls and the engineer has been reminded not to have his mobile phone on speaker, or that he should move away to a quiet area to receive a call. |

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|--------------|---|---------------------------|-----------------------|--------|---------------------------|---|
| 101003532731 | 1 | Housing Estate Management | Area Housing Manager | Upheld | Reinforcement Revision | Contracts Supervisor has spoken with staff members to ensure they do not park or drive over the grassed area. The Contracts Supervisor will also make contact with complainant directly to apologise for any damage caused by Moray Council vehicles. Other measures are currently being explored by the Housing and Asset Management Teams in relation to preventing vehicles being driven and parked on the grass area. |
| 101003446004 | 2 | Housing Disputes | Housing Needs Manager | Upheld | Revision | We will approach senior managers at MHSCP with a request to jointly undertake a review of tenancy management for the properties at Woodview. Update in 3 months. |